

JEFFERSON COUNTY HUMAN SERVICES

DIVISION OF CHILDREN, YOUTH, FAMILIES and ADULT PROTECTION (CYFAP) PROTOCOL

Protocol Name: Supervision Protocol for CYFAP Leaders

Purpose for the Protocol: This protocol outlines expectations for CYFAP Supervisors, Managers, Associate Directors and Directors for individual supervision

Underlying Values/Guiding Principles:

“Children Thrive in Families and Adults Thrive in Communities” is the Division’s practice model, which provides a framework for how the Division as a whole will work internally and partner with families, service providers and others to put our mission and guiding principles into active daily practice and operations. At its core the model is the description of what we do, how we do it, why we do it and what outcomes we hope to achieve for children and families. The three fundamental values of “Children Thrive in Families” are 1) building good working relationships, 2) developing critical thinking and 3) enhancing daily safety. The Division’s practice standards are Thorough and Balanced Assessment, Family Engagement, Collective Decision Making, Permanency, Outcome Driven. Individual supervision is one tool to meet these values and practice standards to achieve positive outcomes for families.

The purpose of individual coaching and supervision is to build competences, confidence, critical thinking and decision-making. Individual supervision can lead to

- Promoting quality work throughout the division
- Developing solutions for casework
- Providing opportunity for caseworkers to learn from their supervisor
- Ensuring consistency of high quality practice

Protocol Scope: This protocol applies to all CYFAP Supervisors in their supervision of their staff.

Protocol Compliance: Protocol compliance resides with the CYFAP Managers.

Expectations for Supervisors:

A) Frequency

- Meet with new staff at a minimum of once per week for the first 3-6 months. For new case carrying caseworkers meet at a minimum of once per week for the first 12 months. Bi-weekly is expected to be face to face formal supervision and the other two times can be field supervision. *(Formal supervision is a scheduled and protected time that utilizes supervision/coaching tools.)*
- Meet with all other staff formally bi-weekly.

B) Content

- Complete the Supervision/Coaching Guide for monitoring case consultation with staff, checking in, reviewing workloads and performance, and to provide feedback. In addition reviewing competencies, professional goals, and career planning at least quarterly.
- Observe workers in the field in their area of practice at least quarterly.